



## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

4760

Investigator: Alaina BraddyPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2008 - 65734Date: 1/11/2008Complaint Description:      08A Rate Case Items - Opposed  
N/A Not ApplicableFirst: [REDACTED]Last: [REDACTED]Complaint By: [REDACTED]Account Name: [REDACTED]Home: (000) 000-0000Street: [REDACTED]Work:City:

Payson

CBR:State:

AZ

Zip: 85547is:Utility Company: Tonto Village Water Company, Inc.Division:

Water

Contact Name:

Ronald Standage

Contact Phone: (928) 478-4176Nature of Complaint:

W-01580A-07-0707

\*\*\*Correspondence Received 1/11/2008\*\*\*

[REDACTED]  
January 9, 2008Attention: Consumer Services  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007Arizona Corporation Commission  
DOCKETED

JAN 14 2008

DOCKETED BY [Signature]

AZ CORP COMMISSION  
DOCKET CONTROL

2008 JAN 14 P 2:09

RECEIVED

To Whom It May Concern:

We are residents to [REDACTED]

We are writing in opposition to the request from the Tonto Village Water Company for a rate increase. Our reasons are as follow:

1. The last rate increase, effective September 1, 2005, was granted with the provision that the Water Company was to install a new well and bring old mainline pipes into compliance with current code. Neither of these has been done.
  2. Due to the lack of improvement we frequently suffer seriously-reduced water pressure. This problem is exacerbated during summer and holiday periods when many of our part-time residents arrive.
  3. We have been given to understand that the Water Company, in fact, does not even have an on-site maintenance manager, and does not have any expenses related to maintenance. Since no improvements have been made and there is no payroll, the Company does not appear to have any expenses.
- We hope that you will take these facts into consideration when examining the request from the Tonto Village

W-01580A-01-0107

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Water Company. They have not lived up to their promises of the past and cannot be relied upon to keep future promises.

Thank you for your consideration.

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/11/2008 Filed with Docket Control and the below letter was mailed to the customer

Thank you for your recent letter to the AZ Corporation Commission. It has been assigned to me for a response.

Your letter regarding Tonton Village water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and calls received from customers will assist the Commission in the investigation and review of the application. The Commission's independent analysis of the utility and its request attempts to balance the interest of the utility and its customers.

Staff appreciates your comments and the interest taken on the proposed case. If you should have any questions relating to this issue, please call me at [REDACTED]

Thank you,

Alaina Braddy  
Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

\*\*\*Closed\*\*\*

\*End of Comments\*

**Date Completed:** 1/11/2008

**Opinion No.** 2008 - 65734

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